

TELECOM
PROFESSIONALS, INC.

Judith A. Riley

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January 19, 2012

VIA UPS Express Delivery

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Saluda Building
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RE: Service Quality Report – 4th Quarter 2011 (ending December 31, 2011)

Please find the SCPSC Quarterly Service Quality Report for **EveryCall Communications, Inc.**, enclosed.

If you need further information, or if you have questions, please contact me at (405) 755-8177 ext. 25, or by email at mdean@telecompliance.net

Sincerely,



Matt Dean
Regulatory Agent

SCPSC CLEC – QUARTERLY SERVICE QUALITY REPORT

SOUTH CAROLINA OPERATIONS

COMPANY NAME EveryCall Communications, Inc.

QUARTER / YEAR 4th / 2011

Month:	OCT	NOV	DEC
Number of Customer Access Lines	<u>270</u>	<u>251</u>	<u>235</u>
Trouble Reports / Access Line (%)	<u>2.9%</u>	<u>2.4%</u>	<u>2.6%</u>
Customer Out of Service Clearing Times (%)	<u>87%</u>	<u>91%</u>	<u>90%</u>
New Installs Completed w/in 5 Days (%)	<u>0%</u>	<u>0%</u>	<u>0%</u>
Commitments Fulfilled (%)	<u>0%</u>	<u>0%</u>	<u>0%</u>

Comments / Explanations: We had no orders for service in the 4th quarter;
therefore no installations, which explains the 0% for the last two items.

Person Making Report / Contact Information: Jon Seger

225-252-3332 / seger@everycall.com